

APPENDIX D – RFP FORMATS

- D-1 Model Request for Proposals (RFP)
- D-2 Model RFP to Procure Insurance
- D-3 Model RFP to Select an Insurance Agent

APPENDIX D-1 - Model Request for Proposals (RFP)

REQUEST FOR PROPOSALS

RFP#(Number)

Issue Date: (Date)

Issue Title: (Title)

Issuing Agency: _____ Community Services Board
(Address)

Location Where Work Will Be Performed: (Address or area)

Period of the Contract: (Date) through (Date) *If the purpose of the RFP is not to establish a term contract, this section may be replaced by the required or desired delivery or completion date or the section may be deleted.*

Renewals: (____) renewals of one year each. *This is used only for term contracts.*

Sealed proposals will be received for furnishing services described herein until:

(Date and time)

All inquiries for information should be directed to:

(Procurement Officer and Phone Number)

Pre-proposal Conference : *(Use if applicable)* A (mandatory) (optional) Pre-Proposal Conference to be held on (Date and Time) at (location) . (See Section 3.0 herein).

If Proposals are mailed, **send directly to the Procurement Office at the address shown above.** If Proposals are hand delivered, **deliver to (location or street address).** Envelopes should be marked with RFP number and opening date and time.

It is the contractor's responsibility to assure that proposals are received at the location indicated by the date and time above. This complete document with all attachments

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must accompany your proposal, with all information and signatures applied as required.

In compliance with this Request for Proposals and to all the conditions imposed herein and herein incorporated by reference, the undersigned offers and agrees to furnish the (goods) (services) in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Offeror Name and Address:

_____ **Date** _____

_____ **By:** _____
(Signature in ink)

_____ **Name (Printed/Typed)**

Telephone No. _____

Title: _____

FEI/FIN Number: _____

* Offeror ____ DOES ____ DOES NOT consider his/her firm to be a minority owned business.

Offeror ____ IS ____ IS NOT certified as a minority business by the Virginia Department of Minority Business Enterprise.

* Offeror ____ DOES ____ DOES NOT consider his/her firm to be a woman owned business.

Offeror ____ IS ____ IS NOT certified as a woman business by the Virginia Department of Minority Business Enterprise.

* Optional Information: Minority contractors are encouraged to submit proposals; however, minority or woman-owned status does not influence award.

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NOTE: For lengthy RFPs, consideration should be given to including an index on the following page. In addition, a check list of items that must be submitted by the offeror is also recommended.

1.0 PURPOSE: (Example) The purpose of this Request for Proposals (RFP) is to solicit sealed proposals from authorized dealers to establish a contract through competitive negotiations with one or more qualified contractors to provide for the (purchase, lease-purchase, lease-rental) of (type of goods or service) by the _____ Community Services Board.

2.0 BACKGROUND: *(Include a brief statement concerning the current or historical conditions leading up to this procurement.)*

3.0 STATEMENT OF NEEDS or SCOPE OF WORK: *(Indicate, in general terms, the service to be performed or the goods to be purchased. Include the specific tasks that must be accomplished and considered by the Contractor or included in the final product as well as any reports, office space, etc. that will be furnished by the CSB. Do not use the words "must" or "shall" for any activity unless that is absolutely mandatory. If certain activities or actions are desired but not absolutely necessary or if it is possible these needs could be met in some alternative manner, the words "should" or "may" should be used to allow the offeror maximum flexibility in preparing his/her offer.)*

4.0 QUALIFICATIONS OF THE PROVIDER: *(This section may be Included to specify any specific requirements that the Offeror must possess in order to be considered for an award. The following two paragraphs are examples that may be used.)*

The Community Services Board (CSB) may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the work. The CSB reserves the right to inspect the facilities of the Contractor at any time during the contract period. The Offeror shall furnish the CSB all such information and data for this purpose as may be requested. The CSB further reserves the right to reject any proposal if the evidence submitted by, or investigation of, such offeror fails to satisfy the CSB that such offeror is properly qualified to carry out the obligations of the contract and to complete the work contemplated.

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The Offeror must have an acceptable credit rating. Financial statement (assets and liabilities) should be listed in Dunn and Bradstreet.

5.0 PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:

5.1 GENERAL REQUIREMENTS: *This section is used to inform the potential Offerors of how many copies of the proposal must be submitted, how the proposal is to be prepared, the possibility of oral presentations by the Offerors, etc. The following are sample paragraphs normally used in this section:*

1. RFP Response: In order to be considered for selection, Offerors must submit a complete response to this RFP. One (1) original and () copies of each proposal must be submitted to the CSB. No other distribution of the proposal shall be made by the Offeror.

(NOTE: The number of copies requested should be sufficient for each evaluator to have one.)

2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the CSB. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- c. Ownership of all data, materials and documentation originated and prepared for the CSB pursuant to the RFP shall belong exclusively to the CSB and be subject to public inspection in accordance with

the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of Section 2.2-4342.F of the *Code of Virginia*, in writing, either before or at the time the data is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection and return of the proposal.

3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the CSB. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The CSB will schedule the time and location of these presentations. Oral presentations are an option of the CSB and may or may not be conducted.

5.2 SPECIFIC PROPOSAL REQUIREMENTS: *(Use this section to inform the potential Offerors of the information that must be submitted with their proposals. Any information needed to properly evaluate the proposal evaluation criteria must be requested in this section. The following is a sample of the beginning language and examples of typical specific requirements):*

1. Proposals should be as thorough and detailed as possible so that the CSB may properly evaluate your capabilities to provide the required goods/services. Offerors are required to submit the following items as a complete proposal:
 - a. The return of the RFP cover sheet and addenda, if any, signed and filled out as required.
 - b. Complete Data Sheet, included as an attachment to the RFP, and other specific items or data requested in the RFP.
 - c. A written narrative statement to include:

- (1) Experience in providing the goods/service described herein.
 - (2) Names, qualification and experience of personnel to be assigned to the project.
 - (3) Resumes of staff to be assigned to the project.
- d. Specific plans for providing the proposed goods/services including:
 - (1) List of proposed equipment/goods/etc. including operating parameters, illustrations, etc.
 - (2) What, when and how the service will be performed.
 - (3) Time frame for completion (if not otherwise specified by the CSB in the Statement of Needs).
- e. Proposed Price. Indicate in the pricing schedule, Section 11 of the RFP (if provided).

6.0 **EVALUATION AND AWARD CRITERIA**

- 6.1 **EVALUATION CRITERIA:** Proposals will be evaluated by the Community Services Board using the following criteria: (Include the criteria that will be used to evaluate the proposals. These criteria should be developed from the items asked for the "Specific Requirements" section. Weights or percentages must be assigned to each criteria but should not be made public until the due date and hour when they are posted in the location used for public posting. The following are examples of criteria.)

(FOR SERVICES):

- 6.1.1 Qualifications and experience of Offeror in providing the services.
- 6.1.2 Specific plans or methodology to be use to perform the services.
- 6.1.3 Project cost: Indicate the pricing and discount structure.

(FOR GOODS):

6.1.1 Experience in providing the goods.

6.1.2 Quality of equipment offered and their suitability for the intended purposes.

6.1.3 Scope and suitability of training offered to CSB personnel.

6.1.4 Maintenance Support.

6.1.5 Price.

6.2 **AWARD:** Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors above. Negotiations shall be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its sole opinion, has made the best proposal, and shall award the contract to that Offeror. The agency may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (Section 11-65D, Code of Virginia.) Should the Community Services Board determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms, and conditions of the solicitation and the Contractor's proposal as negotiated.

(NOTE: For professional services, use clause 6-F under the "Special Terms and Conditions" section of Appendix E, Section II and do not include "Price" as one of the "Evaluation Criteria".

7.0 REPORTING AND DELIVERY REQUIREMENTS: *(Use this section to identify all documentation, reports, etc, and the specific delivery date for each deliverable item that the Contractor must furnish during the contract period. The following clauses are examples of the type of reporting that may be required.):*

A) The Contractor shall provide the following documentation to _____ for approval.

B) The Contractor shall provide a (weekly/monthly) progress report to _____ outlining (tasks completed, specific accomplishments, etc.).

C) Within thirty (30) calendar days after the award date of the contract, the Contractor shall furnish a preliminary outline of the organizational structure of the final report to _____.

8.0 PRE-PROPOSAL CONFERENCE: *(If a pre-proposal conference is desired, indicate date, time, place and whether attendance is mandatory or optional. See Appendix E, Section II, Paragraph 45 for correct wording.)*

9.0 GENERAL TERMS AND CONDITIONS: *(General terms and conditions must be used for every solicitation. Those are the terms and conditions that are applicable to all IFB s or RFPs issued by the CSB. Those that are generally required are listed in Appendix E, Section I and can be entered into the word processing system or printed separately and attached to the RFP. If attached, they should be referenced in this section of the RFP. Note that for some General Terms and Conditions, there are one or more optional clauses. You should choose those that best meet your requirements.)*

7.0 SPECIAL TERMS AND CONDITIONS: *(These are terms and conditions which are specific to the particular RFP. Therefore, different Special Terms and Conditions may be selected for each solicitation. They may be selected from Appendix E, Section II and III.)*

8.0 METHOD OF PAYMENT: *(Specify when payment will be made, i.e., monthly, quarterly, completion of project, etc. In addition, you may specify when invoices are to be submitted, i.e., by the 10th of the month following the month services were rendered, upon shipment, upon completion of project, etc.)*

9.0 PRICING SCHEDULE: *(Provide space and specify how price is to be submitted, i.e., lump sum, hourly rate, unit price, etc. For example: Lump Sum \$ _____.)*

10.0 ATTACHMENTS: *(List any attachments including their purpose.)*

(This form is optional.)

ATTACHMENT A
CONTRACTOR DATA SHEET
To Be Completed By Offeror
RFP # _____

1. QUALIFICATIONS OF OFFEROR: The Offeror must have the capability and capacity in all respects in order to fully satisfy all of the contractual requirements.
2. YEARS IN BUSINESS: Indicate the length of time you have been in business providing this type of service: ____years____months.
3. REFERENCES: Indicate below a listing of at least four (4) recent references for whom you have provided this type of service. Include the date service was furnished and the name and address of the person the agency has your permission to contact.

PERSON TO CONTACT			
<u>CLIENT</u>	<u>DATE</u>	<u>ADDRESS</u>	<u>AND PHONE NUMBER</u>

4. Offeror name, phone number and State and date of incorporation. If not a corporation, state the type of business organization, names and addresses of owners, address and phone number of principal place of business, date business began and State in which organized:

5. Are you a subsidiary firm: ___YES ___NO. If yes, list the name and location of your parent affiliation:

6. Name and title of firm's official to whom further communication should be directed: _____

I certify the accuracy of this information.

Signed: _____

Title: _____

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APPENDIX D-2

MODEL RFP TO PROCURE INSURANCE

The following RFP format may be used when the buyer does not know the specific type and amount of insurance needed. Prior to soliciting bids, however, CSBs should review the coverage available through the Division of Risk Management. See Section 35.300 of this Manual.

The General Terms and Conditions, as well as any Special Terms and Conditions that may be needed, must be added to this IFB.

(Insert IFB Cover Page – See Appendix C-1)

1.0 **PURPOSE:** The purpose of this Request for Proposals (RFP) is to contract with one insurance agent (Contractor) to obtain the insurance coverages outlined herein. Additionally, the Contractor is to arrange for loss control services and other support as part of the insurance coverage. Agent of record letters will be provided after the contract has been awarded.

2.0 **BACKGROUND:** _____ Community Services Board (CSB) provides mental health services to _____ persons in the _____ city/county area.

The current and previous insurance coverages are outlined in Exhibit A. The current insurance agent is _____.

Exhibit B is a listing of the property currently owned or occupied.

Exhibit C is a list of the staff employed or under contract.

Exhibit D is a list of the automobiles owned or leased.

3.0 **STATEMENT OF NEEDS:** It is desired that the Contractor provide insurance coverage and related services based on the information in this RFP.

3.1 **Insurance Requirements:**

3.1.1 Property insurance on items listed in Exhibit A. Coverage is to protect against risk of direct physical loss. Property coverage will also protect against the need for additional expense in the event of loss or the loss of income resulting from direct physical loss. This coverage is to include electronic data processing equipment.

Coverage is to be blanket on all real and personal property with an agreed amount endorsement. The per occurrence deductible is to be \$1,000. Higher deductibles may be considered if justified.

- 3.1.2 Fidelity and crime coverage to protect against loss caused by employee infidelity. The limit is to be determined following receipt of Offeror's recommendations.
- 3.1.3 Workers' compensation to comply with the statutory requirements of the Commonwealth of Virginia.
- 3.1.4 Valuable papers and records coverage to pay for the cost of restoration and reconstruction of important documents.
- 3.1.5 Power equipment and machinery coverage to protect against physical damages to and loss of use of equipment which generates, transmits or uses energy. The deductible for this coverage should be concurrent with the property deductible.
- 3.1.6 Automobile coverage to protect against liability imposed by law for losses resulting from the operation of owned, leased or rented vehicles. Additionally, physical damage to the vehicles should be included.
- 3.2 Claims Adjustment Services: The agent must represent CSB interest in resolving disputed claims. If adjusters other than company adjusters are to be used on claims this should be disclosed in the proposal.
- 3.3 Loss Control and Related Services: These include:
 - 3.3.1 Technical assistance for new construction or renovation of existing facilities. This may include plans review as well as on-site surveys.
 - 3.3.2 Periodic loss control surveys, including development of recommendations to prevent the frequency and/or reduce the severity of losses.
 - 3.3.3 Assistance in developing crises management and contingency plans.
 - 3.3.4 Assistance in determining the insurable replacement cost value of buildings.

3.3.5 Provide loss control training as the needs are determined for CSB staff to receive such.

4.0 **REPORTING AND DELIVERY REQUIREMENTS:**

- 4.1 Coverage Recommendations: No less than sixty days prior to the expiration or anniversary of any existing coverage, the Contractor will present recommendations concerning the renewal or anniversary.
- 4.2 Binders and Policies: It is desired that the Contractor provide binders or other evidence of insurance with five working days of the effective date of any insurance policies. These should outline coverages, including limits and deductibles. One copy of the policy shall be delivered by the CSB no later than thirty days after the initial or anniversary date of any coverage. Endorsements to any policy should be delivered within thirty days of agreement on the endorsement.
- 4.3 Review Requirements: The Contractor shall meet with the CSB when each policy is delivered and no less than 120 days prior to the renewals/anniversary of any policy. These meetings are to review exposures, coverage, premiums, losses and other items to verify the adequacy of insurance in anticipation of policy renewal or anniversary.
- 4.4 Loss Control Reports: Reports should be submitted to the CSB within thirty days of the completion of any survey unless otherwise agreed upon.

5.0 **PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS**

- 5.1 General Instructions: *(Refer to Model RFP, Appendix D-1)*
- 5.2 Specific Requirements: Proposals should be as thorough and detailed as possible so that the CSB may properly evaluate the services. Offerors are required to submit the following items as a complete proposal:
 - 5.2.1 The return of the RFP cover sheet and all addenda acknowledgements, signed and completed as required.
 - 5.2.2 A narrative statement as to the offeror's qualifications to perform the work listed in the Statement of Needs. In

addition, if the offeror anticipates using a subcontractor(s), the same information must be submitted concerning the proposed subcontractor(s). This narrative must address the following:

- 5.2.2.1 Description of the background and experience of the offeror and any proposed subcontractor(s). This should include the number of years performing this service. Current annual reports should be included.
 - 5.2.2.2 Names, addresses, telephone numbers and individual contacts of at least three current accounts of similar size and complexity handled by the offeror and subcontractor(s) servicing office.
 - 5.2.2.3 Resumes of staff personnel to be assigned to this contract. This should describe their anticipated roles in serving the account. Include an organizational chart showing internal relations as well as relations with any subcontractors or insurers.
 - 5.2.2.4 If more than one program of coverages is being submitted by one offeror, the advantages and disadvantages of the different approaches as well as the offeror's recommendations and related justifications must be included.
- 5.2.3 Proposed scope of work of the offeror's implementation and performance of the contract. Proposal should include:
- 5.2.3.1 Proposed insurance coverage forms with justification for each.
 - 5.2.3.2 Claims handling procedures and guidelines, including claim reporting thresholds.
 - 5.2.3.3 Proposed outline and schedule for any training.
 - 5.2.3.4 Proposed outline and schedule of loss control support and services to be provided. This should include projected time frames to initiate surveys, hours of service to be provided, education and training time, assistance required from ____ and related items.

- 5.2.4 Cost of insurance and related services for each coverage. All charges must incorporate routine office and administrative charges including, but not limited to postage, travel, photographic, office supplies, telephone charges, issuing certificates of insurance, report preparation and typing, etc.

6.0 **EVALUATION AND AWARD CRITERIA:** Proposals will be evaluated using the following criteria:

6.1 Qualifications of offeror and proposed subcontractor(s).

6.1.1 Experience in providing the desired insurance and related services.

6.1.2 Personnel qualifications and experience of the offeror and subcontractor(s)'s staffs.

6.1.3 References.

6.2 Proposed scope of coverage and work.

6.2.1 Proposed insurance coverages.

6.2.2 Proposed claims handling procedures and support

6.2.3 Proposed loss control support.

6.3 Proposed costs.

6.3.1 Proposed insurance coverage costs.

6.3.2 Other charges (if any).

7.0 **MANDATORY PROPOSAL CONFERENCE:** A mandatory preproposal conference will be held at (time and date) at the (place) . The purpose of this conference is to allow potential offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

Due to the importance of all offerors having a clear understanding of the scope of work and requirements of this solicitation, attendance at this conference will be a prerequisite for submitting a proposal. Proposals will only be accepted from those offerors who are represented at this

preproposal conference. Attendance at the conference will be evidenced by the representative's signature on the attendance roster. No one will be admitted after (time).

Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

- 7.0 **METHOD OF PAYMENT:** Compensation to the Contractor for insurance and other services will be in the form of commissions for placement of insurance.

Invoices for all insurance coverages provided will be delivered with the policies or endorsements. Payment frequency on other than an annual basis will be considered.

EXHIBIT A

Coverage History

This exhibit should contain at least three years history of insurance coverage. Items to be listed are insurance companies providing coverage, policy limits, deductibles, premiums and losses. If there have been no losses, this should be stated. Loss history should include the date of occurrence, amount of loss, location of occurrence, cause and extent of injury or damage. Information on current litigation may not be available and this should be so stated.

Often coverages are arranged as a "package policy". As much as possible, loss experience of the different elements of the "package" should be broken out. The should be arranged by:

- Property
- General Liability
- Professional Liability
- Fidelity/crime
- Workers' Compensation
- Valuable papers and records
- Power equipment and machinery (boiler and machinery coverage)
- Automobile coverage
- Others as purchased

EXHIBIT B

Property Exposures

This should be a list of the buildings owned or occupied by the CSB. This allows evaluation of the property, power equipment and some liability exposures. Items to be included:

- Building name (if any)
- Street address (not P. O. Box)
- Values of owned buildings to be insured. Do not include land costs.
- Contents values. This should provide a breakout of IT equipment.
- Rental values received by the CSB from tenants in any buildings or paid to any lessor in which the CSB is a tenant. Also to be included are estimates of costs for CSB to operate from existing building use (office, apartment, clinic, storage, etc.)
- Number of stories.
- Any loss detection or suppression in the building (smoke or heat alarms, burglar alarms, automatic sprinkler systems).
- Year building was constructed. If there has been significant renovation since construction, the year and extent of renovation should be described.
- Rental values received by the CSB from tenants in any buildings or paid to any lessor in which CSB is a tenant. Also to be included are estimates of costs for CSB to operate from existing facilities in the event those facilities cannot be occupied.
- If there are records essential to CSB operations, which would be difficult to reconstruct or replace, these should be identified and shown as a separate item from the contents. If these have been duplicated and copies stored elsewhere, this information should be included.

EXHIBIT C

Staffing

This shows the CSB organization, functions, job titles, and number of persons in each job and reporting relationships. Volunteers and part-time employees should be identified. This assists evaluation of liability, workers' compensation and fidelity exposures.

EXHIBIT D

Automobile Exposures

This is a list of all automobiles to be insured. Information needed is the year, make, model, vehicle identification number and approximate annual mileage of

each vehicle. If employees use their own automobiles, coverage for hired and non-owned automobiles should be included. If physical damage coverage is to be included, the original new cost new of the vehicles is needed.

APPENDIX D-3

MODEL RFP TO SELECT AN INSURANCE AGENT

The following RFP format may be used to select an agent who, in turn, will obtain the proper insurance coverages. Prior to soliciting bids, however, CSBs should review the coverage available through the Division of Risk Management. See Section 35.300 of this Manual.

The General Terms and Conditions, as well as any Special Terms and Conditions that may be needed, must be added to this IFB.

(Insert IFB Cover Page – See Appendix C-1)

- 1.0 **PURPOSE:** The purpose of this Request for Proposals (RFP) is to contract with one insurance agent (Contractor) to obtain the insurance coverages outlined herein. Additionally, the Contractor is to arrange for loss control services and other support as part of the insurance coverage.

At no time during this solicitation are insurance agents or their representatives to contact any insurance companies or underwriters with the intent of obtaining quotations or proposals. Contact with companies or underwriters may be made with the intent to obtain information or guidance with respect to acceptability or underwriting requirements.

The Offeror to whom the contract is awarded will have full access to the insurance market at that time. Agent or broker of record letters will be provided after the contract has been awarded.

- 2.0 **BACKGROUND:** _____ Community Services Board (CSB) provides mental health services to _____ persons in the _____ city/county area.

The current and previous insurance coverages are outlined in Exhibit A. The current insurance agent is _____.

Exhibit B is a listing of the property currently owned or occupied.

Exhibit C is a list of the staff employed or under contract.

Exhibit D is a list of the automobiles owned or leased.

- 3.0 **STATEMENT OF NEEDS:** It is desired that the Contractor provide insurance coverage and related services based on the information in this RFP.

3.1 Insurance Requirements:

3.1.1 Property insurance on items listed in Exhibit A. Coverage is to protect against risk of direct physical loss. Property coverage will also protect against the need for additional expense in the event of loss or the loss of income resulting from direct physical loss. This coverage is to include electronic data processing equipment.

The deductible is to be \$1,000. Higher deductibles may be considered if justified.

3.1.2 Fidelity and crime coverage to protect against loss caused by employee infidelity. The limit is to be determined following receipt of Offeror's recommendations.

3.1.3 Workers' compensation to comply with the statutory requirements of the Commonwealth of Virginia.

3.1.4 Valuable papers and records coverage to pay for the cost of restoration and reconstruction of important documents.

3.1.5 Power equipment and machinery coverage to protect against physical damages to and loss of use of equipment which generates, transmits or uses energy. The deductible for this coverage should be concurrent with the property deductible.

3.1.6 Automobile coverage to protect against liability imposed by law for losses resulting from the operation of owned, leased or rented vehicles. Additionally, physical damage to the vehicles should be included.

3.1.7 Other insurance requirements are to be arranged as their needs develop.

3.2 Claims Adjustment Services: The agent must represent CSB interest in resolving disputed claims.

3.3 Loss Control and Related Services: These include:

3.3.1 Technical assistance for new construction or renovation of existing facilities. This may include plans review as well as on-site surveys.

- 3.3.2 Periodic loss control surveys, including development of recommendations to prevent the frequency and/or reduce the severity of losses.
- 3.3.3 Assistance in developing crises management and contingency plans.
- 3.3.4 Assistance in determining the insurable replacement cost value of buildings.
- 3.3.5 Provide loss control training as the needs are determined for CSB staff to receive such.

4.0 **REPORTING AND DELIVERY REQUIREMENTS:**

- 4.1 Coverage Recommendations: No less than sixty days prior to the expiration or anniversary of any existing coverage, the Contractor will present recommendations concerning the renewal or anniversary. The Contractor shall present at least two quotations from different insurance companies for each expiring policies. The Contractor shall provide an analysis of each quotation, the advantages and disadvantages of each and make a recommendation as to which should be accepted.
- 4.2 Binders and Policies: It is desired that the Contractor provide binders or other evidence of insurance with five working days of the effective date of any insurance policies. These should outline coverages, including limits and deductibles. One copy of the policy shall be delivered by the CSB no later than thirty days after the initial or anniversary date of any coverage. Endorsements to any policy should be delivered within thirty days of agreement on the endorsement.
- 4.3 Review Requirements: The Contractor shall meet with the CSB when each policy is delivered and no less than 120 days prior to the renewals/anniversary of any policy. These meetings are to review exposures, coverage, premiums, losses and other items to verify the adequacy of insurance in anticipation of policy renewal or anniversary.
- 4.4 Loss Control Reports: Reports should be submitted to the CSB within thirty days of the completion of any survey unless otherwise scheduled.

5.0 PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS

- 5.1 General Instructions: *(Refer to Model RFP, Appendix D-1)*
- 5.2 Specific Requirements: Proposals should be as thorough and detailed as possible so that the CSB may properly evaluate the services. Offerors are required to submit the following items as a complete proposal:
 - 5.2.1 The return of the RFP cover sheet and all addenda acknowledgements, signed and completed as required.
 - 5.2.2 A narrative statement as to the offeror's qualifications to perform the work listed in the Statement of Needs. In addition, if the offeror anticipates using a subcontractor(s), the same information must be submitted concerning the proposed subcontractor(s). This narrative must address the following:
 - 5.2.2.1 Description of the background and experience of the offeror and any proposed subcontractor(s). This should include the number of years performing this service. Current annual reports should be included.
 - 5.2.2.2 Names, addresses, telephone numbers and individual contacts of at least three current accounts of similar size and complexity handled by the offeror and subcontractor(s) servicing office.
 - 5.2.2.3 Resumes of staff personnel to be assigned to this contract. This should describe their anticipated roles in serving the account. Include an organizational chart showing internal relations as well as relations with any subcontractors or insurers.
 - 5.2.2.4 If more than one program of coverages is being submitted by one offeror, the advantages and disadvantages of the different approaches as well as the offeror's recommendations and related justifications must be included.
 - 5.2.3 Proposed scope of work of the offeror's implementation and performance of the contract. Proposal should include:

5.2.3.1 Proposed insurance coverage forms with justification for each.

5.2.3.2 Claims handling procedures and guidelines, including claim reporting thresholds.

5.2.3.3 Proposed outline and schedule for any training.

5.2.3.4 Proposed outline and schedule of loss control support and services to be provided. This should include projected time frames to initiate surveys, hours of service to be provided, education and training time, assistance required from _____ and related items.

5.2.4 Probable price ranges for each coverage. All charges must incorporate routine office and administrative charges including, but not limited to postage, travel, photographic, office supplies, telephone charges, issuing certificates of insurance, report preparation and typing, etc.

5.2.5 A listing of the five companies which will be approached to provide each of the insurance coverages requested. An approximation of the premium volume for the coverages from each company will be given. The companies should be listed in priority order. The offeror shall provide a narrative as to why each company is selected.

6.0 **EVALUATION AND AWARD CRITERIA:** Proposals will be evaluated using the following criteria:

6.1 Qualifications of offeror and proposed subcontractor(s).

6.1.1 Experience in providing the desired insurance and related services.

6.1.2 Market access and availability.

6.1.3 Personnel qualifications and experience of the offeror and subcontractor(s)'s staffs.

6.1.4 References.

6.2 Proposed scope of coverage and work.

6.2.1 Proposed insurance coverages.

6.2.2 Proposed claims handling procedures and support

6.2.3 Proposed loss control support.

6.3 Proposed costs.

6.3.1 Proposed insurance coverage costs.

6.3.2 Other charges (if any).

7.0 **MANDATORY PROPOSAL CONFERENCE:** A mandatory preproposal conference will be held at (time and date) at the (place). The purpose of this conference is to allow potential offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

Due to the importance of all offerors having a clear understanding of the scope of work and requirements of this solicitation, attendance at this conference will be a prerequisite for submitting a proposal. Proposals will only be accepted from those offerors who are represented at this preproposal conference. Attendance at the conference will be evidenced by the representative's signature on the attendance roster. No one will be admitted after (time).

Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

7.0 **METHOD OF PAYMENT:** Compensation to the Contractor for insurance and other services will be in the form of commissions for placement of insurance.

Invoices for all insurance coverages provided will be delivered with the policies or endorsements. Payment frequency on other than an annual basis will be considered.

EXHIBIT A

Coverage History

This exhibit should contain at least three years history of insurance coverage. Items to be listed are insurance companies (not agent or broker), policy limits, deductibles, premiums and losses. If there have been no losses, this should be stated. Loss history should include the date of occurrence, amount of loss,

location of occurrence, cause and extent of injury or damage. Information on current litigation may not be available and this should be so stated.

Often coverages are arranged as a “package policy”. As much as possible, loss experience of the different elements of the “package” should be broken out. The should be arranged by:

- Property
- Fidelity/crime
- Workers’ Compensation
- Valuable papers and records
- Power equipment and machinery (boiler and machinery coverage)
- Automobile coverage
- Others as purchased

EXHIBIT B

Property Exposures

This should be a list of the buildings owned or occupied by the CSB. This allows evaluation of the property, power equipment and some liability exposures. Items to be included:

- Building name (if any)
- Street address (not P. O. Box)
- Building use (office, apartment, clinic, storage, etc.)
- Gross/external square feet if the building is owned by the CSB. If only a tenant, then provide the square feet for the occupied area.
- Gross/external square feet if the building is owned by CSB. If only a tenant, then provide the square feet for the occupied area.
- Number of stories.
- Any loss detection or suppression in the building (smoke or heat alarms, burglar alarms, automatic sprinkler systems).
- Year building was constructed. If there has been significant renovation since construction, the year and extent of renovation should be described.
- Values of owned buildings to be insured. Do not include land costs.
- Contents values. This should provide a breakout of IT equipment.
- Rental values received by the CSB from tenants in any buildings or paid to any lessor in which CSB is a tenant. Also to be included are estimates of costs for CSB to operate from existing facilities in the event those facilities cannot be occupied.
- If there are records essential to CSB operations, which would be difficult to reconstruct or replace, these should be identified and shown as a separate item from the contents. If these have been duplicated and copies stored elsewhere, this information should be included.

EXHIBIT C

Staffing

This shows the CSB organization, functions, job titles, and number of persons in each job and reporting relationships. Volunteers and part-time employees should be identified. This assists evaluation of liability, workers' compensation and fidelity exposures.

EXHIBIT D

Automobile Exposures

This is a list of all automobiles to be insured. Information needed is the year, make, model, vehicle identification number and approximate annual mileage of each vehicle. If employees use their own automobiles, coverage for hired and non-owned automobiles should be included. If physical damage coverage is to be included, the original new cost new of the vehicles is needed.